

# IT Professional Technical Services

## SITE Program

### T#:14ATM

**Request for Offers (RFO)**

**For Technology Services**

**Issued By**

**MN.IT**

**Office of MN.IT Services @ Department of Public Safety**

**Project Title: Criminal History System Replacement**

**Category: Analyst** (up to three resources needed)

#### **Business Need**

The Criminal History System Replacement Project is underway to improve the criminal history business processes and to take advantage of the features available in current systems. The project will deliver updates to existing systems to replace current databases, current automated processing, and current manual processes related to criminal history with a new set of systems, services and capabilities to increase automation and reduce the amount of effort required to create and maintain accurate criminal history records.

MNJIS serves as the host for criminal history records in the State of Minnesota. These criminal history records are created based on arrest data received from Minnesota law enforcement agencies, case disposition data received from Minnesota Courts, and custodial data received from the Minnesota Department of Corrections. Additional data is exchanged with the Federal Bureau of Investigation (FBI) to coordinate records of multistate criminal activity. Criminal history record information is classified as either public or private based on Minnesota state law and is disseminated through a number of interfaces including the public internet, walk-in requests at the BCA office, requests mailed to the BCA, and electronic requests from Minnesota criminal justice agencies, criminal justice agencies in other states and in the federal government and as otherwise authorized by state law.

Much of the criminal history record information in the criminal history system is substantiated with fingerprint biometrics searched and stored in the State's Automated Fingerprint Identification System (AFIS) which uses biometrics to assign a unique state identification number for each individual subject with data in the criminal history system. In addition to AFIS, the criminal history system must interface with a number of systems to collect and disseminate criminal history record information. Some of these systems are to be updated to support new features planned for the criminal history system replacement. Other systems, especially those outside of the BCA's control, will not change and the new Criminal History System must use the existing interfaces.

The new criminal history system is expected to affect virtually all existing internal criminal history record entry and maintenance processes to some degree. Some processes may be impacted only by a change to the "look and feel" of the user interface; other processes may be completely redesigned. All existing interfaces and processes must be accounted for in the new systems.

Since many of the consumers of criminal history record information are outside of the BCA, the new systems for providing this data must maintain the integrity of the data and must minimize disruption to the criminal justice system.

External stakeholders will be impacted. The existing portal used to query the criminal history system data will not change. However, the contents of the response are text files that will change to reflect readability enhancements that are planned. These external stakeholders include law enforcement agencies, courts, prosecutors, public defenders, and corrections users of criminal history record information.

The Criminal History System (CHS) Replacement Project is currently underway. A majority of the development work is being performed under contract by a team working off-site. The BCA requires resources ready to work in an Agile environment and able to perform as-is and to-be business process analysis and document user stories. The resource must be able to document user stories, activity, sequence, class, object and state diagrams as required to clearly document the CHS requirements. Able to create data dictionary and data mapping documents, writing acceptance criteria, test scenarios and conduct user acceptance testing. Able to coordinate activities with a team to document and improve business processes with complex rules and comply with statutory and legal requirements. The successful resource will coordinate with other business analysts, a project manager, project sponsor, quality assurance, technical staff, subject matter experts, and the off-site development vendor team.

### **Project Deliverables**

Vendor may invoice at the end of each task work period for services completed during that most recent period. The invoice must indicate the State-approved percent complete for each assigned task in that period. Payment will be proportionate to all planned tasks in the period against the aggregate percent of tasks actually delivered.

The Resource will be assigned tasks in support of successful completion of the CHS project. The CHS project is being executed using an Agile/Scrum development methodology. The following table shows tasks that will typically be assigned.

| <b>Task</b>                                | <b>Deliverable</b>                         |
|--|--|
| <b>Document current business process</b>   | Diagram and text                           |
| <b>Document future business process</b>    | User story or diagram and/or text          |
| <b>Document business rules</b>             | User story                                 |
| <b>Document data validation rules</b>      | User story                                 |
| <b>User Screen mockups/wireframes</b>      | User story                                 |
| <b>Data analysis of system interfaces</b>  | User story                                 |
| <b>Requirements tracing</b>                | Updated spreadsheet                        |
| <b>Work effort estimates</b>               | Document (email)                           |
| <b>Status meetings</b>                     | Attendance, progress report                |
| <b>Planning meetings</b>                   | Attendance, Work plans if assigned         |
| <b>Test scenario definition</b>            | Document or contained in user story        |
| <b>System verification testing</b>         | Report of outcome                          |
| <b>Support developers</b>                  | Attendance, updated user story if required |
| <b>Time tracking (for historical data)</b> | Sciforma Timesheet submitted               |
| <b>User Acceptance Test definition</b>     | Document                                   |

|   |   |
|---|---|
| <b>Document analysis and development priorities</b> | Story Map   |
| <b>Communicate information to team members</b>      | Presentations, demonstrations, diagrams, or documents |

Note: There may be tasks or deliverables that extend over multiple reporting periods

## Project Milestones and Schedule

Project Start Date: July 1, 2015 or the date the work order is fully executed, whichever comes later.

Task Work Period for services: The project task work period will be 4 weeks induration. The first task work period will begin at the start of this work order and will end on July 10, 2015. Subsequent work periods will repeat every 4 weeks from that date. The State may adjust the work period duration for one or more periods which will be coordinated through the contractor. No more than one invoice shall be submitted per month regardless of the work period duration.

Project End Date: June 30, 2017

## Project Environment

The Criminal History System is being delivered under a contract with The Boeing Company out of their offices in Herndon, VA. The BCA is responsible to define the business processes and requirements and Boeing is responsible for development of the customizations of their product. The Resources selected for this position will work as part of an integrated development team with Boeing staff, BCA staff, and other BCA contractors.

Staff descriptions:

- The number of people on the project includes up to five business analysts at the BCA site, one systems engineer from Boeing, four BCA subject matter experts, approximately eight technical and development staff from the BCA and Boeing, one BCA senior project manager, one BCA deputy project manager, one Boeing project manager, and various other management and support staff.
- The basic organizational structure of the project is based on Agile Scrum cross functional team principles. The BCA project manager will lead the project.
- The BCA staff proficiency levels and experience with Agile methodology varies. The BCA in general is executing its first projects using Agile principles, however several members of this project team have much more extensive experience. The Boeing team has extensive experience using Agile.

## Project Requirements

The Resource(s) selected will be expected to prepare all user stories and other documentation in accordance with the format prescribed by the Project Manager and at a level of detail accepted by the Project Manager. All documentation and communication with the project team and stakeholders is expected to be clear and concise.

## Responsibilities Expected of the Selected Resource(s)

Resources(s) selected from this RFO process must provide services on site, due to security reasons, at the BCA's Headquarters, located at 1430 Maryland Avenue East, St. Paul, Minnesota. Resources will be assumed to be available for 40 hour work weeks except for State holidays or other exceptions approved by the BCA, and identified in the RFO response. Approved exceptions will be factored in the payment approval process. The BCA may accept Resources proposed for less than 40 hours per week. The

services are anticipated to be needed from July 1, 2015 through June 30, 2017; however project needs will determine the resource levels.

The Resource(s) selected for this project must first pass a full criminal background check, including fingerprints. The background investigation and fingerprinting will be conducted by the BCA, and the BCA reserves the right to decline any vendor's staff accordingly. Resources selected by the BCA from this RFO will be required to complete and submit the Background Investigation forms to the BCA within a designated time period which will be defined and provided by the BCA to the Resource should the Resource be selected by the BCA to advance in the selection process. The Resource or Vendor is responsible for the costs of the background investigation performed by BCA. The cost of each candidate's investigation is \$19.75.

The State reserves the right to terminate the contract immediately for just cause. In the event of lack of funding or project changes the State may terminate the contract through a 7 day written notice.

### **Required Skills (to be scored as pass/fail)**

Required minimum qualifications

1. Five years of business analysis experience that includes at least six (6) of the following nine skills:
  - a. Eliciting, analyzing, and documenting business rules, business requirements, and functional requirements
  - b. Eliciting, analyzing, and documenting non-functional requirements, such as usability, reliability, and performance
  - c. Creating data dictionary and data mapping documents
  - d. Writing User Stories
  - e. Writing Test Scenarios and conducting user acceptance testing
  - f. Creating Entity Relationship Diagrams (ERD)
  - g. Business process modeling
  - h. Iterative development-and/or agile practices
  - i. Requirements management and traceability from stakeholder requirements through testing and implementation
2. Three years of demonstrated ability to plan and facilitate meetings such as Joint Application Development (JAD) sessions.
3. Three years of demonstrated experience in elicitation, translation and documentation of business requirements and desired business design from the future users and other stakeholders of a system to the development team using defined methodologies such as Rational Unified Process (RUP) or agile.

### **Desired Skills**

1. Five years of business analysis experience that includes all of the areas listed in the Required Skills (experience beyond the minimums)
2. Three years of business analysis with experience in:
  - a. Agile development including:
    - a. Agile/Scrum experience
    - b. Story mapping experience
    - c. Story grooming experience
    - d. User Story writing
    - e. Test scenario and criteria writing
    - f. User Acceptance Test support
  - b. Business process reengineering
  - c. Ability to understand XML and SQL
  - d. Service oriented architecture (SOA)
3. One years of experience working with JIRA™ issue and project tracking software
4. Two years of experience working with off-site development
5. Two years of experience working on teams with at least three (3) business analysts
6. Strongly prefer at least one year of experience working with criminal justice systems

## Process Schedule

|  |                     |
|--|---------------------|
| Deadline for Questions                     | 06/01/2015, 2:00 PM |
| Anticipated Posted Response to Questions   | 06/02/2015, 3:00 PM |
| Proposals due                              | 06/05/2015, 2:00 PM |
| Anticipated proposal evaluation begins     | 06/09/2015          |
| Anticipated proposal evaluation & decision | 06/19/2015          |

## Questions

Any questions regarding this Request for Offers should be submitted via e-mail according to the date and time listed in the process schedule to:

Name: Joyce Simon  
Organization: MN.IT @ DPS  
Email Address: [joyce.simon@state.mn.us](mailto:joyce.simon@state.mn.us)

Questions and answers will be posted via an addendum to the RFO on the Office of MN.IT Services website (<http://mn.gov/buyit/14atm/rfo/active.html>) according to the process schedule above.

Other persons ARE NOT authorized to discuss this RFO or its requirements with anyone throughout the selection process and responders should not rely on information obtained from non-authorized individuals. If it is discovered a Responder contacted other State staff other than the individual above, the responder's proposal may be removed from further consideration.

The STATE reserves the right to determine if further information is needed to better understand the information presented. This may include a request for a presentation.

## RFO Evaluation Process

- Experience & Skills 70%
- Cost 30%

The STATE reserves the right to determine if further information is needed to better understand the information presented. This may include a request for clarification or further documentation. Current and/or previous companies / resources are not prohibited from applying.

**This Request for Offers does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Organization reserves the right to reject any and all proposals.**

## Submission Format

The proposal should be assembled as follows:

### 1. Cover Page

Vendor Name  
Vendor Address  
Vendor City, State, Zip  
Contact Name for Vendor  
Contact's direct phone/cell phone (if applicable)  
Contact's email  
Resource Name being submitted

### 2. Overall Experience:

1. Provide narrative, including companies and contacts where your resource has demonstrated the **required and desired skills** as previously noted. If pass/fail requirements are not met, the State will discontinue further scoring of the proposal. Provide specific detail that highlights the resource's skills.
2. Attach the resume of your proposed resource. Be certain the resume has dates of work and notes whether the resource was an employee or consultant. Each resume must specify the

number of years held in each skill set/position and specifically list the minimum qualifications and experience, and any required or desired skills and experience the individual possesses.

3. **Cost Proposal** must be in a separate document and not listed in any other place in your submission. Document naming convention: <Company Name><Resource Name> <Category> Cost Proposal. Example: ABC Company, John Doe, Analyst Cost Proposal. The cost proposal must include:
  1. The standard cost for completing one work period of deliverables listed above.
  2. If the resource is proposed for less than 40 hours per week of on-site work, the cost proposal must include the cost for one work period normalized to 40 hours for cost evaluation purposes.
  3. The total cost for the work order based on the planned start and end dates.
  4. The hourly rate for the proposed individual that may be used as a factor in adjusting the standard cost when the resource is not available for the full amount of effort in the work period.
4. **Conflict of interest statement as it relates to this project**
5. **Additional Statement and forms:**  
**required forms to be returned or additional provisions that must be included in proposal**
  1. Affirmative Action Certificate of Compliance (if over \$100,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/affaction.doc>
  2. Equal Pay Certificate Form (if proposals exceeds \$500,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/equalpaycertificate.doc>
  3. Affidavit of non-collusion <http://www.mmd.admin.state.mn.us/doc/noncollusion-2.doc>
  4. Certification Regarding Lobbying (if over \$100,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
  5. Veteran-Owned/Service Disabled Veteran-Owned Preference Form (if applicable) <http://www.mmd.admin.state.mn.us/doc/vetpref.doc>
  6. Resident Vendor Form (if applicable) <http://www.mmd.admin.state.mn.us/doc/residentvendorform.doc>

## Proposal Submission Instructions

- Response Information:
  - **Vendor may submit up to 2 resources for the deliverables solution sought through this posting.**
  - Address the response to: Joyce Simon
  - Respond via email to: [Joyce.simon@state.mn.us](mailto:Joyce.simon@state.mn.us).
  - Label the response: Attention CHS Project <company name> Submission, RFO0060
  - Submit your response through email with a delivery and read receipt. The State is not responsible for any submissions not received by the closing of this solicitation
- Submissions are due according to the process schedule previously listed.
- **A copy of the response must also be sent to [MNIT.SITE@state.mn.us](mailto:MNIT.SITE@state.mn.us) for vendor performance tracking.**
- **You must submit an email with your response or email notification that you will not respond to [MNIT.SITE@state.mn.us](mailto:MNIT.SITE@state.mn.us). Failure to do either of these tasks will count against your program activity and may result in removal from the program.**
- **A copy of the response must also be sent to MNIT Contracts to [Debra.A.Johnson@state.mn.us](mailto:Debra.A.Johnson@state.mn.us)**

# General Requirements

## Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

## Liability

### Indemnification

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

## Disposition of Responses

All materials submitted in response to this RFO will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this RFO that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFO, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

## Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of

relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

## **IT Accessibility Standards**

All documents and other work products delivered by the vendor must be accessible in order to conform with the State Accessibility Standard. Information about the Standard can be found at:

<http://mn.gov/mnit/programs/policies/accessibility/>

## **Preference to Targeted Group and Economically Disadvantaged Business and Individuals**

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at [mmdhelp.line@state.mn.us](mailto:mmdhelp.line@state.mn.us). For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

## **Veteran-Owned Preference**

In accordance with Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall award up to a six percent preference on state procurement to **certified small businesses** that are **majority-owned and operated by veterans**.

In accordance with Minn. Stat. § 16C.19 (d), a veteran-owned small business, the principal place of business of which is in Minnesota, is certified if it has been verified by the United States Department of Veterans Affairs as being either a veteran-owned small business or a service disabled veteran-owned small business, in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74.

To receive a preference the veteran-owned small business must meet the statutory requirements above by the solicitation opening date and time.

If you are claiming the veteran-owned preference, **attach documentation, sign and return the Veteran-Owned Preference Form with your response to the solicitation.** Only eligible veteran-owned small businesses that meet the statutory requirements and provide adequate documentation will be given the preference.



## **Work Force Certification**

For all contracts estimated to be in excess of \$100,000, responders are required to complete the Affirmative Action Certificate of Compliance and return it with the response. As required by Minnesota Rule 5000.3600, "It is hereby agreed between the parties that Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are incorporated into any contract between these parties based upon this specification or any modification of it. A copy of Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are available upon request from the contracting agency."

## **Equal Pay Certification**

If the Response to this solicitation could be in excess of \$500,000, the Responder must obtain an Equal Pay Certificate from the Minnesota Department of Human Rights (MDHR) or claim an exemption prior to contract execution. A responder is exempt if it has not employed more than 40 full-time employees on any single working day in one state during the previous 12 months. Please contact MDHR with questions at: 651-539-1095 (metro), 1-800-657-3704 (toll free), 711 or 1-800-627-3529 (MN Relay) or at [compliance.MDHR@state.mn.us](mailto:compliance.MDHR@state.mn.us).